

## 6. Updating your waitlist(s)

**If you are required to do waitlist updates, then you will need to record the outcomes of those updates on the waitlist. Note:** This guide assumes that a client may be on more than one waitlist at this property, or that the applicant may be on waitlists at several properties managed by this one office.

1. Go to: <http://www.housingworks.net> or <http://www.housingworks.com>
2. Click the link: “Enter HousingWorks”
3. Click the link: “Registered Housing Provider”
4. Enter your ID and password. These are found in the document: “1. How to Start HousingWorks: Office Set-up” which should be on file in your site office and at the central management office, if there is one.)
5. You will see the following webpage:



To access a client, enter their

Social Security Number:

-or-

Control Number:

-or-

Last Name:  and

Date of Birth: Sep 21 2007

Add to Waitlist 1BR 30% AMI

Generate Application

Update Application Status

6. Enter a *client's* SSN, **OR** the *client's* control number, **OR** the client's *last name and birthdate*, and then click the “Update Application Status” button (red arrow points to it in above picture. This takes you to the last step:

- Page 2 shows you the last step if you only intend to update the info for just a few clients.
- Page 3 after that shows you the last step if you are updating an entire waitlist, or lots of clients.

**7a. LAST STEP: If you're updating the information for only a few clients:**

The details about the client's waitlist info will appear on a webpage – you'll see all the client's contact and income information, plus information about the waitlists they are on. You can now update or edit any or all of the applicant's waitlist information on that resulting page.

*Be sure to hit the "Update Status" button located at the bottom of the webpage, when you are done – this saves your information permanently.*

Test Aanon84

**Contact Information (Updated: 06/10/2006)**

Phone Number:  Annual Income: \$

E-Mail:

Race:

Mailing Address:

City:  State:  Zip:

**Waitlist Status**

➤ To put the client on multiple waitlists:

1. Complete the first waitlist row, including the control number and date/time of application. The applicant must have the same control number for all waitlists!
2. Press the green *plus* sign above

To change an applicant's status on *some* or *all* waitlists:

1. Provide answers to the first two fields below;
2. Check the boxes to the left of those waitlist(s) you want to affect (if all waitlists are affected, click the "Check All" box.);
3. As a last step, press the "Enter" key on your keyboard to activate the "Update Status" button.

Change Status to:

Reason for Update:

Verifying Phone Number:

	Waitlist Name	Priority	Preference		Control #	Eligible?	Desired Unit Size	Status	Last Updated	Notes
<input type="checkbox"/>	<input type="text" value="1BR 30% AMI"/>	0	0	<input type="text" value="01.02.06"/>	0002	Yes	<input type="text" value="1 Bedroom"/>	Closed	07/27/07 08:16 AM	
<input type="checkbox"/>	<input type="text" value="Extremelv Low Incor"/>			<input type="text" value="01:45PM"/>						
<input type="checkbox"/>	<input type="text" value="1BR 50% AMI"/>	99	reinc	<input type="text" value="01.02.06"/>	0002	Yes	<input type="text" value="1 Bedroom"/>	Closed	08/14/07 03:13 PM	time of offer, ineligible a
<input type="checkbox"/>	<input type="text" value="Extremelv Low Incor"/>			<input type="text" value="01:45PM"/>						
<input type="checkbox"/>	<input type="text" value="1BR Wheelchz"/>	0	0	<input type="text" value="01.02.06"/>	0002	Yes	<input type="text" value="1 Bedroom"/>	Closed	07/27/07 08:16	time of offer, ineligible a
<input type="checkbox"/>				<input type="text" value="01:45PM"/>						

**7b. LAST STEP: If you're updating the information for a lot of clients:**

First do some helpful "set up" your computer:

- 1) You'll need a calculator. If you use the one on your computer, add it to the START menu of your computer. (Find it via: START/All Programs/Accessories/)
- 2) You'll need *notepad.exe*, a small software on your computer. Add it to the START menu of your computer. (Find it via: START/All Programs/Accessories/)
- 3) Open the *Notepad file*, and place it up in a corner so it's easy to see both the waitlist information on the website, AND the notepad file. In the notepad file, type any common phrases you will be adding to the NOTES field for each client: this will be phrases like: 08/15/07: DNR to WL update (did not respond to the waitlist update letter mailed on Aug 15, 2007). You will then be able to copy these phrases to your mouse, and paste them for hundreds of clients, avoiding the trouble of having to type the same darn phrase over and over again. (below, see how the notes window is pasted on top of the internet explorer window.)
- 4) Now you can edit the client's contact or information, AND ALSO you can edit the multiple waitlists they are on. They should have same control number for all waitlists! Also they NOTES field can be the same or different for each waitlist; generally it's a good idea to have the same notes in each waitlists, because your annual or monthly reporting should contain all these notes. *Be sure to hit the "Update Status" button located at the bottom of the webpage, when you are done – this saves your information permanently.*

Test Aanon84

**Contact Information (Updated: 06/10/2006)**

Phone Number:  Annual Income:   
 E-Mail:  Race:   
 Mailing Address:   
 City:  State:  Zip:

**Waitlist Status**

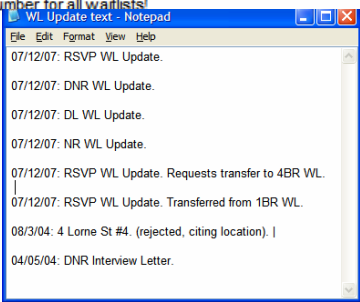
➔ To put the client on multiple waitlists:

1. Complete the first waitlist row, including the control number and date/time of application. The applicant must have the same control number for all waitlists!
2. Press the green *plus* sign above

To change an applicant's status on *some* or *all* waitlists:

1. Provide answers to the first two fields below;
2. Check the boxes to the left of those waitlist(s) you want to affect (if all waitlists are affected, click the "Check All" box.);
3. As a last step, press the "Enter" key on your keyboard to activate the "Update Status" button.

Change Status to:   
 Reason for Update:   
 Verifying Phone Number:



	Waitlist Name	Priority		Control #	Eligible?	Desired Unit Size	Status	Last Updated	Notes
		Preference	Date & Time*						
<input type="checkbox"/>	1BR 30% AMI	0	01/02/06 01:45PM	0002	Yes	1 Bedroom <input type="checkbox"/> Wheelchair <input type="checkbox"/> Modifications	Closed	07/27/07 08:18 AM	
<input type="checkbox"/>	Extremely Low Incom								
<input type="checkbox"/>	1BR 50% AMI	99	01/02/06 01:45PM	0002	Yes	1 Bedroom <input type="checkbox"/> Wheelchair <input type="checkbox"/> Modifications	Closed	08/14/07 03:13 PM	time of offer, ineligible a
<input type="checkbox"/>	Extremely Low Incom								
<input type="checkbox"/>	1BR Wheelchz	0	01/02/06 01:45PM	0002	Yes	1 Bedroom <input type="checkbox"/> Wheelchair	Closed	07/27/07 08:18 AM	time of offer, ineligible a